B5800 Branch Gateway R6.1 SP 1 Release Notes

Release Date: 24 October 2011

Region: Global

General Availability (GA) of the B5800 Branch Gateway Release 6.1 SP1 Release

Avaya is pleased to announce the availability of the B5800 Branch Gateway Release 6.1 Q2 2011 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the B5800 Branch Gateway 6.1 GA releases.

1. Overview

This Maintenance Release incorporates new software for:

B5800 Branch Gateway Core Switch 6.1(20)
B5800 Branch Gateway VoiceMail Pro 6.1(20)
SoftConsole 4.2(25)

The B5800 Branch Gateway Administration and application software can be downloaded from the Avaya Support Website:

http://support.avaya.com

This software is for use with the B5800 Branch Gateway IP500v2.

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B5800 Branch Gateway Administration consists of the following software:

Delivered Software or Package	Version
B5800 Branch Gateway Firmware	6.1.20
B5800 Manager	8.1.20
System Monitor	8.1.20
Upgrade Wizard	8.1.20
Network Viewer	8.1.20
SSA Viewer	6.1.20
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
4625 Telephone Firmware	2.9.1
5601, 5602 Telephone Firmware	2.3
2410 Telephone Firmware	R6.0
2420 Telephone Firmware	R6.0
5410 Telephone Firmware	R6.0
5420 Telephone Firmware	R6.0
1403 Telephone Firmware	3.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
IP DECT – ADMM Firmware	1.1.13
IP DECT – ADMM Java Configuration	1.1.13
IP DECT – ADMM DECT Monitor	1.4
3701 Telephone Firmware	22.04.04
3711 Telephone Firmware	91.24.31.04
3711 Global Telephone Firmware	91.24.36
3711 Global Telephone USB driver	0.8
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.300b
1603 Loader (Boot File) Firmware	1.300b
1616 Button Module Firmware	1.1.0
9620 9630 9640 9650 Boot Code	3.11
9620 9630 9640 9650 Telephone Firmware	3.186a
9621 9641 Telephone Firmware (Application file)	S9621_41HALBR6_1r28_V4r52
9608 Telephone Firmware (Application file)	S9608_11HALBR6_1r28_V4r52
9608 9621 9641 Kernel	S96x1_UKR_V0r28_V0r28
3720 Telephone Firmware	3.2.23
3725 Telephone Firmware	3.2.23
DECT R4 – IPBS Firmware	4.1.30
DECT R4 – AIWS Firmware	2.73
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11

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3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The relevant contents of the User CD are:

Application Name	Version
Soft Console	4.2(25)

Note: Upgrading IP DECT 3711 Telephone Firmware to 91.24.31.04

This Administration CD contains two upgrade programs with this release of 3711 telephone firmware:

pp_avaya_3711_91_24_31_04.exe
up_avaya_3711_91_24_31_04.exe

Please check the handset label located under the battery cover to determine the month and year of release. If the handset has a date of 08/06 or earlier then use the “pp” upgrade program. If the date is newer than 08/06 then use the “up” upgrade program to update the telephone.

This release supports the "IP DECT 3711 Global" telephone. The Global telephone will not offer any different feature set than the current 3711 but will support both EMEA and US frequencies. To determine if a customer has a “Global” 3711 telephone press Menu, System, Version Number. The PRD: number will end with a suffix of “.int”.

2. New Features

This Service Pack Release does not contain any new features, but additional localization for B5800 Branch Gateway Manager GUI and the On-line Help/Guide has been expanded to include the following languages:

- English (US)
- Spanish
- French
- Italian
- German
- Chinese (simplified)

All documentation can be found on http://support.avaya.com under the product A-Z list, specifically, B5800 Branch Gateway.

NOTE: As a reminder it should be noted that Hot Desking is not a supported feature in B5800 and should not be configured.

NOTE: Reminder to be sure to have your Survivability settings for your SIP centralized endpoints as defined in Chapter 10 of “**Implementing the Avaya B5800 Branch Gateway**” with special attention to the subsection titled “Survivability Settings”. With the clarification that The SIMULTANEOUS_REGISTRATIONS parameter in the SIP endpoint settings file has to be set to match the number of Avaya Aura® Session Managers, i.e. the value has to be 1 if there is only one

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Session Manager and B5800 is the phones second controller, and the value has to be 2 if there are two Session Managers and B5800 is the phones third controller.

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3. B5800 Branch Gateway Resolved Field Issues

In the table below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SME. When a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

The following field issues have been addressed:

3.1. Resolved field issues in B5800 Branch Gateway 6.1(20) and Manager 8.1(20)

CQ Number	Description of Issue
CQ116737	Security: TFTP Directory Traversal Vulnerability in Manager (ASA-2011-156)
CQ41325	6.1 Manager fails to display changes to User No Answer Time when System No Answer Time adjusted
CQ121958	User No Answer Time cannot be set to system default setting
CQ122790	The "Default" setting for Msg Waiting Lamp Indication for an IP DECT Extn should be [On] - it defaults to [None]!
CQ122826	Manager shows incorrect warning for a config with 27 SBM24 button modules
CQ40680	Faxing fails over SCN lines when using G729
CQ40797	System restart after paging HG is called
CQ40966	The No User Source number string ATM4U_PCS7_RINGDETECT fails on 6.0
CQ41275	SC characters act differently for internal calls versus external calls
CQ41470	9630 and other IP phones may restart when logging on with multiple buttons programmed.
CQ41511	External calls transferred through embedded voice mail Auto Attendant Auto Answer when they should not
CQ46556	Missed Call not indicated or populated in Call Log when calling busy telephone.
CQ46617	SMDR: Call Park duration is deducted from Connected Time field when first SMDR record is output
CQ46640	SMDR: Connected Time field of second record is zero when outgoing call is cleared after being parked and unparked
CQ107322	Fast start failing on H323 calls from Asterisk system
CQ107707	IP DECT - Intermittent one-way speech following call pickup
CQ121561	SMDR - Duplicate records generated every second when a call is presented to a busy member of a distributed group
CQ121632	Phone only rings for 2 seconds but "No Answer Time" is set to 12 seconds.
CQ121731	ARS - Alternate route fails if a SetupAck is received prior to a Disconnect message
CQ121890	Dialing a Hunt group Disable short code remotely via FNE32 disables the user in all groups
CQ122104	Calling Party # displayed on phone includes "@aaa.bbb.ccc.ddd" when using Visual Voice/Message Button
CQ122218	Coverage extension continues to ring when call has been answered.
CQ122284	SIP - PAI header is not correctly populated when a user makes an anonymous call
CQ122299	SIP Listen Port cannot be modified from default of 5060
CQ121515	More than 13 characters can be entered and saved for the User/Button Progr/Label field - this causes a problem on 9650
CQ122979	System restart when a URQ is received from a 1600 telephone while user is in a "Menu"
CQ122865	System restart when "Listened To" call drops after SIP Temp Extension gets deleted
CQ122390	System restart following SoftConsole transfer of a queue announcement to an external call
CQ121850	SCN: Out of hours VM greeting not played for hunt group on centralized voicemail system
CQ46436	Withhold Number feature does not work when using 1600-I (international) phone.
CQ121385	4 x SMDR messages output for a call to an external number that is then blind transferred internally
CQ115063	T1 channel licenses were not correctly counted in all scenarios
CQ41915	Remote access was allowed to EVM mailboxes that were already locked
CQ115239	The system used to prompt the caller for voicemail box number when Caller Identification (CLI) was withheld.
CQ41874	ABG System Restart: Incorrectly forwarded mailbox name recording
CQ123626	BNS request: using NoUser source number "HIDE_FEATURES_MENU" features and status menus can be hidden from Sage and Spice phones
CQ41749	Unable to change IP address of Session Manager (SM) in Manager.
CQ41903	SSA displayed incorrect number of available SIP Trunk Channel Licenses.
CQ115134	Unable to create H.323 or IP DECT extensions in an offline configuration
CQ115881	Manager supports all languages available in branch edition.
CQ116490	The hardware template in NM incorrectly displayed IP500V2 as an option

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CQ115136	Unexpected error message while trying to recreate the IP DECT line in the NM template.
CQ41752	Manager displayed an error about the extension length of a Centralized user
CQ115050	Documentation enhancement: Minimum and Maximum value for Proactive and Reactive settings are now specified in the help file
CQ115147	Unable to save a configuration without the mandatory MM number field with the NM template.
CQ115092	With Network Management (NM), supported maximum SM lines number could be exceeded (currently set to two).

3.2. User CD 4.2(39) resolved field issues

The following field issue has been addressed in Soft Console 4.2(25).

CQ Number	Description of Issue
CQ40899	Calling party name is not displayed in call details pane
CQ120514	PM 4.2.20 pops Outlook contacts with embedded "spaces" but PM 4.2.34 does not

3.3. B5800 Branch Gateway VoiceMail Pro 6.1(20) resolved field issues

The following field issues have been addressed in VoiceMail Pro 6.1(20):

CQ Number	Description of Issue
CQ116510	VMPro backup option does not work correctly
CQ116514	vmpro backup sync does not sync MDB file if vmpro client is opened
CQ121649	Wav file for "0 [zero]" is wrong in VM frc when you play it, it says [numero] - which is French for number, not 0 (zero).
CQ122035	IP Office mode - The number 0 is played as the letter O as part of voicemail greetings
CQ122301	Call flow - Cannot record or play WAV files with accented characters in the name
CQ122729	Intuity mailbox settings - Accept Call Answer setting cannot be toggled
CQ122876	Unable to change the "Personal Options Menu" option once set (DE locale only)..

4. Technical Notes

4.1. Upgrading B5800 Branch Gateway core software

When upgrading to Release 6.1 SP from Release 6.1 GA release an upgrade license is not required.

The table below shows the necessary steps that must be taken to upgrade your B5800 Branch Gateway system to Release 6.1:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500v2	6.1 (15)	Load 6.1 (20)	--
All Modules	4.0 / 4.1 / 4.2 / 5.0	Load 6.1	--

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4.2. Upgrading B5800 Branch Gateway Administration

The B5800 Branch Gateway Administration installer will detect previous installed versions and upgrade automatically. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the B5800 Branch Gateway system software ensure a backup of the system configuration exists.

4.2.1. Integrated Management – Network Management 6.0 Avaya B5800 Branch Gateway 6.1 2Q11 Service Pack Patch Installation

4.2.1.1. Prerequisites

Ensure that Network Management 6.0 GA build (6.0.05.17), Network Management 6.0 SP 2, and Network Management 6.0 Avaya B5800 Branch Gateway 6.1 Patch is installed on your system.

NM 6.0 GA + NM 6.0 SP2 + NM6.0 Avaya B5800 Branch Gateway 6.1 Patch

Note: NM 6.0.05.17, NM 6.0 SP2 and NM6.0 ABG6.1 patch builds are available on the Avaya Support Site.

Note: In Network Management "Avaya B5800 Branch gateway" is referred as IP500V2 and "Avaya B5800 Branch Gateway Manager" is referred as IP office Manager.

4.2.1.2. Preinstallation tasks:

1. Log in as the administrator for the server that runs Avaya Integrated Management Network Management. The administrator must be a local user on the server.

Note: A Windows Domain Account user (administrator or otherwise), must not install this software.

2. Ensure that you can access the Avaya Support web site using a web browser so that you can download the patch.
3. Take a backup of the Network Management server using the NM Backup Utility, so that you can restore the server, if required.

Note: Before running the NM 6.0 Avaya B5800 Branch Gateway 6.1 2Q11 SP patch installer, start the Windows Task Manager, and ensure that all the Avaya Network Management services have either completely started, or have completely stopped. The service pack may not install properly if any of the Avaya Network Management services are in the starting mode.

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4.2.1.3. Installing the NM6.0 Avaya B5800 Branch Gateway 6.1 2Q11 SP patch

Important:
Currently, the following Network Management Server operating systems support User Account Control (UAC), for example, Microsoft Windows 2008, Microsoft Windows 7 Professional, or Microsoft Windows 2008 R2. If you install the patch on a server running on any of the the mentioned Microsoft Windows operating systems, and the UAC mode is on, right-click the service pack exe and select **Run as administrator**. If you do not run the service pack exe this way, the service pack might not install properly. For more information on User Account Control (UAC) visit the Microsoft website.

1. Download the self-extracting executable file: *enm60_abg_sp_patch.exe* from the Avaya support site.
2. Ask all other users to log off the system. Close all open windows and applications.
3. To run the file, double click on it or use right click and select **Open.**

Note: If you are using Microsoft Internet Explorer, you can run the self-extracting executable file directly from the internet. Select **Run** from the current location if you do so.

4. Follow the installation instructions on screen to install the update.
5. Reboot your computer after the installation process completes.

4.2.1.4. Installation steps for IP Office Manager on client

1. Uninstall the existing IP Office Manager which is installed on the client.
2. Open the IM Launch page.
3. Click the **Avaya IP Office Manager 8.1** link on the IM launch page.
4. Download the IP Office Manager from the same link and install it on the client machine.
5. Reboot Windows on the client system.

4.3. B5800 Branch Gateway Expansion Unit Compatibility

All B5800 Branch Gateway expansion units must also be upgraded to the version supplied with the Administration software.

4.4. Upgrade Instructions for B5800 Branch Gateway VoiceMail Pro

The B5800 Branch Gateway VoiceMail Pro 6.1(20) installer will automatically detect the previous build and upgrade automatically. It is always advisable to back up the configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading the B5800 Branch Gateway VoiceMail Pro Server to 6.1(20) please ensure that all applications running on the PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

4.5. Voice over IP Quality Monitoring

If VoIP voice quality monitoring is required, Avaya has partnered with IR Prognosis to provide a monitoring solution. For more detailed information please go to http://voicequality.com/.

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5. Assistance

5.1. Documentation and Software

Documentation and Software can be downloaded from:

http://support.avaya.com

1. Select “Downloads”
2. Select “B5800 Branch Gateway”
3. Select the Software release required
4. Select the Documentation Categories required

Software can also be ordered on CD/DVD if required.

6. Known Caveats

B5800 Branch Gateway Caveats are detailed online at:

http://marketingtools.avaya.com/knowledgebase/caveats

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